

## Beverly Sutherland

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**From:** Beverly Sutherland  
**Sent:** Friday, June 23, 2017 11:34 AM  
**To:** Inna Malashenok  
**Subject:** RE: Customer Service Case 183370

Hi Inna, My apologies for the delayed response and for missing your call. Please see responses below.

I will try calling you now.

Thanks,

Beverly Sutherland

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**From:** Inna Malashenok [mailto:Inna.Malashenok@usac.org]  
**Sent:** Friday, June 23, 2017 8:28 AM  
**To:** Beverly Sutherland <bsutherland@edtechnologyfunds.com>  
**Subject:** Customer Service Case 183370

Hello Beverly,

I am contacting you in regards to your Customer Service Case 183370, about Form 471 171040818. After speaking with IT we have identified the issues. On the line item 1799110492.001 under Manage Recipients of Service you should see two questions:

1. Is your school receiving the services in this FRN line item? Y/N

>>> RESPONSE: YES

2. Is every entity for this organization receiving service? Y/N

>>> YES: I was unable to remove BEN 17010833

Currently question 2 is answered "Yes", which is why BEN 17010833 is creating that error message. If you select "No" you should be able to select only the BENs that should receive funding for this line item.

Please let me know if this mitigates the issue. If not, please contact me immediately. As I stated on my voicemail, I will be going to a dentist appointment at 12:30 EST, but will still be checking e-mail periodically.

Thank you,

**Inna Malashenok**

Schools and Libraries Program

Senior Program Analyst

202-423-2075 (ph)

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